

**DAWSON COMMUNITY COLLEGE
POSITION DESCRIPTION**

TITLE: Financial Aid Specialist I

DATE: February 2024

SUPERVISION RECEIVED: Financial Aid Director

POSITION NUMBER: S99920

DEPARTMENT: Financial Aid

FLSA STATUS: Non-Exempt, Full-Time, Hourly

SUPERVISION EXERCISED: Student

Employees; Work Study Students;

SALARY RANGE: \$15.40

**** WAGES COMMENSURATE WITH EDUCATION & EXPERIENCE ****

SUMMARY OF WORK: Financial Aid Specialist I assists the Director of Financial Aid in the administration of the College's financial aid programs. This position adheres to all federal, state, and institutional financial aid programs, which provide financial support and services to current and prospective students. The Financial Aid Specialist I must be able to manage student employees effectively and must provide oversight in developing their knowledge of the federal and state work-study process. The Financial Aid Specialist I must be able to assist in performing financial aid functions and standard financial aid duties such as Loan Processing, Return to Title IV, Satisfactory Academic Progress, Default Management, etc. The Director works closely with all administrative offices on campus particularly Enrollment Management. The Financial Aid Specialist I will assist the Director in working with local communities and assisting with the FAFSA completion including financial aid nights. The Financial Aid Specialist I will be required to work some evenings and weekends.

The primary responsibilities of this position include assisting students and families with financial aid options and processing federal, state and institutional financial aid applications under federal, state and college regulations. hourly, classified position.

EMPLOYMENT WITH DAWSON COMMUNITY COLLEGE:

Employees at Dawson Community College are required to demonstrate kindness, respect, integrity, and professionalism for others. We adhere to the highest ethical standards in the fulfillment of our jobs, to honor the College. Employees at DCC hold themselves and each other to a higher threshold of respect and practice respect for the people with whom we work and serve. Respect creates an atmosphere conducive to diversity, equity, inclusivity, and learning.

Professionalism at Dawson Community College includes being mindful of our actions when working with students, colleagues, co-workers, and our community members. Respect for those with whom we share the common purpose of serving students is a paramount value. Professionalism and respect for others are an expected part of all Dawson Community College job performance evaluations.

Employees at Dawson Community College support and promote a positive image of Dawson Community College.

JOB CHARACTERISTICS:

- Advise and assist students with financial aid applications and other issues and concerns as they arise.
- Coordinate awarding process of financial aid programs to eligible recipients, inform students of missing information, and inform students if they are not eligible for financial aid programs; financial aid programs include, but are not limited to: Federal Pell Grant, Federal Student Loans, Work Study, Scholarships, etc.
- Assist students in submitting required verification documentation to vendor to complete student's financial aid application under federal regulations.
- Conduct financial aid informational presentations to special groups, as requested.
- Help manage due dates for various federal and state reports, surveys, etc.
- Assist in updating financial aid forms, when needed.
- Computer data entry and other related duties as assigned.
- Assist in data load processes.
- Maintain proper records retention policy and documentation of Financial Aid records storage.

- Assist in maintaining an up-to-date Financial Aid operations manual.
- Attend training workshops and conferences to learn and stay current on financial aid regulations and processing.
- Engage with customers utilizing excellent communication skills both oral and written.
- Provide excellent customer service experience.
- Maintain accuracy and pay attention to details.
- Apply critical thinking skills.
- Perform functions with multiple and frequent interruptions; able to work under pressure.
- Able to analyze data, forecast, plan and solve problems.
- Accept and implement change.
- Solve problems.
- Work overtime during peak processing seasons.
- Fulfill the obligations of a Campus Security Authority (CSA) as defined by the Clery Act. (A Campus Security Authority (CSA) is an individual, who by virtue of their college responsibilities and under the [Clery Act](#), may receive and is required to report any criminal incidents brought to their attention to the Vice President of Academic and Student Affairs so that they may be included and published in the college's Annual Security Report. CSA's are required to complete training on appropriately handling reporting crimes, victim relations and support, and related school policies.)
- Evaluate and administer the satisfactory Academic Appeal Process.
- Perform other duties as assigned by the Financial Aid Director.

CORE COMPETENCIES:

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal effectively with frequent change, delays, or unexpected events.
- Attendance - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within department budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments appropriately to student employees; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to decide; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
- Problem Solving - Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.

- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion – Provides an environment inclusive of all students and supports underrepresented students.
- Assessment – Assesses annual performance and works closely with the enrollment management team.

EDUCATION AND EXPERIENCE:

- Associate's Degree
- Knowledge of the federal student financial aid programs and application process
- A minimum of two (2) years of direct financial aid experience or finance and/or tax experience
- Valid Montana Driver's License

PREFERRED QUALIFICATIONS:

- Bachelor's Degree
- 2 or more years of Financial Aid experience
- Banner Ellucian Experience

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

COMPLETED APPLICATION PACKET MUST INCLUDE:

- Completed Dawson Community College application
- Current resume
- Cover Letter
- Copies of college transcripts (original transcripts required, if hired)
- Three professional references (names, email addresses, and phone numbers).

Background checks are required prior to employment.

INQUIRIES MAY BE DIRECTED

TO: Human Resources Department
hr@dawson.edu 406-377-9430

This institution is an equal opportunity provider.

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Qualified protected class individuals are encouraged to apply. Dawson Community College must comply with the Immigration Reform and Control Act of 1986. If hired, you will be required to provide documents to show your identity and authorization to work.

Nondiscrimination Policy: Dawson Community College does not discriminate on the basis of creed, race, religion, gender, national origin, age, disability, veteran status, genetic information, pregnancy status, marital status, gender identity or expression, or sexual orientation with respect to access, employment, programs, or services. Employees who engage in such unlawful discrimination will be subject to disciplinary action up to and including discharge.

The College is in compliance with Executive Order 11246; Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972; Title IX regulation Implementing Educational Amendments of 1972; Section 504, Rehabilitation Act of 1973; the Americans with

Disabilities Act of 1990; the 1991 Civil Rights Act; the Age Discrimination in Employment Act of 1967, as amended; the Vietnam Era Veterans' Readjustment Assistance Act of 1974; Title 49, the Montana Human Rights Act; and all other federal, state, and college rules, laws, regulations and policies.

Inquiries or complaints concerning any of these matters for students should be brought to the attention of:

Josh Engle, Title IX Coordinator. Telephone: (406) 377-9491. Email: jengle@dawson.edu. Mailing Address: 300 College Drive, Glendive, MT 59330

Virginia Boysun, Registrar, Veteran's Coordinator. Telephone: (406) 377-9404. Email: yboysun@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

Matt Hull, Dean of Academic Affairs, ADA Coordinator. Telephone: (406) 377-9434. Email: mhull@dawson.edu. Mailing address: 300 College Drive, Glendive, MT 59330.

DCC's Annual Security Report and Fire Safety Report provides info about reporting crime, crime statistics, crime prevention, alcohol and drug policies, fire statistics, etc., is available at <https://www.dawson.edu/about/campus-security.html/title/annual-campus-security-and-fire-safetyreport>. You may request a paper copy through the President's Office at (406)377-9401.

REVIEWED BY (SUPERVISOR SIGNATURE) _____ DATE: _____

REVIEWED BY (EMPLOYEE SIGNATURE): _____ DATE: _____